

Janice K. Brewer, Governor
Thomas J. Betlach, Director

801 East Jefferson, Phoenix, AZ 85034
PO Box 25520, Phoenix, AZ 85002
Phone: 602-417-4000
www.azahcccs.gov



Our first care is your health care
ARIZONA HEALTH CARE COST CONTAINMENT SYSTEM

May 29, 2013

Patrick Ross, President
Bridgeway Health Solutions
1501 W. Fountainhead Parkway
Suite 201
Tempe, AZ 85282

RE: AHCCCS Response to Bridgeway Health Solutions Corrective Action Plan

Dear Mr. Ross:

The Arizona Health Care Cost Containment System (AHCCCS), Division of Health Care Management (DHCM) has reviewed and accepted Bridgeway Health Solutions (Bridgeway) corrective action plan (CAP) regarding failure to accurately report and process claim disputes; failure to submit timely, accurate and complete reports; failure to demonstrate improvement after extensive and ongoing technical assistance and intervention by AHCCCS staff; and failure to respond to provider and member inquiries and concerns. Bridgeway has fulfilled the CAP requirements as outlined in the Acute Care contract YH09-0001 and Long Term Care contract (ALTCS) YH12-0001 for contract year ending 2013.

AHCCCS expects to continue receiving the two tracking logs that were utilized during the corrective action plan, 1) a tracking log for escalated calls/complaints and 2) a claims project tracking log, which must include all special projects for both lines of business. The escalated log is due bi-weekly starting June 6, 2013 and the claims log will be submitted monthly with each claims dashboard until further notice from AHCCCS.

If you have any further questions or concerns, please feel free to contact me at 602-417-4461 or Karen.Edgley@azahcccs.gov

Sincerely,

Karen Edgley
Operations Compliance Officer, DHCM

Cc: Cheyenne Ross, VP of Operations and Compliance, Bridgeway Health Solutions
Kari Price, Assistant Director, DHCM
Shelli Silver, Assistant Director, DHCM
Jami Snyder, Operations Administrator, DHCM
Diana Alvarez, Operations Manager, DHCM